

Call the DCS Community Relations Unit for immediate help with questions about the handling of a child support case. To better serve you, please have the following information available: constituent's name(s), case number(s), social security number and authorization form.

Helpful Phone Numbers & Web Sites:

DCS Primary Numbers 800-457-6202
360-664-5200

TTY Relay 800-833-6384
360-664-5011

Community Relations Unit

Chief

Adolfo Capestany 360-664-5445

Administrative Secretary

June Johnson 360-664-5446

Program Administrators

Alan Brown 360-664-5443
Jane Roberts 360-664-5448
Char Shipley 360-664-5124
Angel Sullivan 360-664-5439
Bob Withrow 360-664-5449

Legislative Guide www.dcs.dshs.wa.gov/dcs/cru

Contact DCS

E-mail dcs-cru@dshs.wa.gov
Internet www.dshs.wa.gov/dcs
Fax 360-586-3274

Language Interpreter 800-820-2363

Washington Courts

www.courts.wa.gov

Federal Child Support Programs

www.acf.dhhs.gov/programs/cse

Constituent's can talk to their Support Enforcement Officer by calling the field office assigned to their case.

DCS Offices

Everett: (800) 729-7580

(425) 438-4800

Fife: (866) 243-4449

(253) 922-0454

Kennewick: (800) 345-9981

(509) 374-2000

Olympia: (800) 345-9964

(360) 664-6900

Seattle: (800) 526-8658

(206) 341-7000

Spokane: (800) 345-9982

(509) 363-5000

Tacoma: (800) 345-9976

(253) 597-3700

Vancouver: (800) 345-9984

(360) 696-6100

Wenatchee: (800) 535-1113

(509) 886-6800

Yakima: (800) 441-0859

(509) 249-6000

Headquarters: (800) 457-6202

(360) 664-5200

Fax (360) 586-3274

Contacting Child Support with Constituent Inquiries



Child Support

The best investment you'll ever make.

Washington State Department of Social and Health Services

DSHS 22-804 (Rev. 11/05)

Child Support

The best investment you'll ever make.



DCS Division of Child Support

Division of Child Support

The Division of Child Support (DCS) administers state and federal child support laws. We are part of the Economic Services Administration of the Department of Social and Health Services (DSHS).

We have over 342,000 open child support cases managed by Support Enforcement Officers, who collect nearly \$640 million a year for deserving children.

Services

Call 1-800-457-6202 for an application or go to www.dshs.wa.gov/dcs/services.shtml to download the forms.

Information Disclosure

To discuss case information with legislators, we must receive written authorization. Constituents or legislative staff can fax or mail the DSHS Authorization form 17-063, which can be downloaded at www.dshs.wa.gov/dcs/forms.shtml.

Tribal Relations

The sovereign status of each Tribe influences child support procedures. Some Indian tribes have cooperative agreements with DCS, while others have their own child support programs, laws and policies. Call us and ask for the Regional Tribal Liaison, or go to the Tribal Web Site at www.dshs.wa.gov/dcs/tribal.

Paternity Establishment

- We help unmarried custodial mothers and potential fathers establish paternity.
- Any child receiving public assistance (who does not have paternity established) is referred to us by the public assistance office for paternity establishment.
- Custodial mothers or potential fathers can apply for our services.
- We establish about 12,000 paternitys annually.

Support Order Establishment

- If there is no order for child support, we can establish a child support order administratively.
- We use the income of both parents when setting the noncustodial parent's child support obligation according to the Washington State Child Support Schedule.
- We work with prosecuting attorneys establishing paternity orders.
- We send both parents copies of the administrative order and tell them they may request a hearing.
- We establish over 30,000 administrative and court orders annually.

Child Support Enforcement

- Law gives us many tools and methods to collect child support.
- The most often used method is a wage deduction sent to the noncustodial parent's employer.
- Payroll deductions are state and federally mandated.
- If there is a debt, DCS files a lien against the noncustodial parent with the county auditor.
- We also:
 - Certify child support debts to the Internal Revenue Service and apply tax refunds to the debt.
 - Attach unemployment and worker's compensation, pensions, funds in financial institutions, settlements and estates.
 - Deny passports.
 - Seize vehicles.
 - Suspend licenses: driver, recreational hunting, fishing, occupational and professional.
 - File contempt of court.

Medical Enforcement

- In most cases, noncustodial parents must provide medical support for their children.
- We must include a medical support requirement in any petition for child support.
- Court orders often require noncustodial parents provide medical insurance for their children if:
 - The employer or union offer it, and
 - If the cost of the children's coverage does not exceed 25% of the basic child support obligation.
- Over 281,000 cases have medical orders.

Order Modification

- We review requests for modification from either parent provided certain criteria are met.
- We provide modification services to ensure orders are consistent with the Washington State Child Support Schedule and the family's current financial situation.
- Parents can also seek a modification through the courts using an attorney or by themselves with the help of a court facilitator.

Payment Processing

- We must send payments (with few exceptions) within two business days as required under state and federal law.
- Both parents (Payer and Payee) can keep track of child support payments on our web site at www.childsupportpayment.dshs.wa.gov/
 - When a payment is posted or due, users receive e-mail notification
- Parents can receive payments by:
 - DCS Relia/Visa card
 - Direct deposit into a bank account
 - Check

